

Effective Vs. Ineffective Communication

Effective Communication

"I" Statements

Excuse me, I would like to finish my statement.

Descriptive Statements

I don't seem to be getting my point across.

Non-Evaluative Statements

It appears that you are having difficulty speaking your mind.

Specific Statements

I'm concerned you've been late to work often.

Tactful Statements

I don't agree with that.

Asking

Could you please clean your room?

Showing Empathy

I see you are concerned but I think it will turn out.

Respectful

I can see that you're upset.

Ineffective Communication

"You" Statements

You're interrupting me again!

Inferential Statements

You're not listening to me!

Judgmental Statements

Why are you so shy? Speak up!

Over-Catastrophizing Statements

You always come in late!

Tactless Statements

That was a stupid thing to say!

Demanding

Clean your room right now!

Minimizing/Devaluing

Don't worry about it! It's okay!

Disrespectful

Stop getting so upset about this!